

Medicare Advantage Performance Guarantees

Shelby County Government (Shelby County) and the selected Contractor will enter into a performance agreement with the standards and guarantees/penalties outlined below at risk each year for the duration of the Contract based on actual performance. The following describes the minimum performance guarantees that Shelby County will include in the contract with their selected Contractor. The Contractor will self-report results and Shelby County will utilize their decision support vendor and other partners and internal staff to validate reported baseline and results for these outcomes. Contractor agrees to Shelby County's right to independently audit and confirm all results. In the column titled "Confirm", indicate that you agree to meet the minimum criteria established by Shelby County (Yes). All measurements and standards are specific to Shelby County services, and not to be based on Contractor's performance for their book of business, or any other group that includes non-Shelby County members.

Service Level	Measurement	Service Level Target	Confirm (Y/N)	% of Monthly Fees at Risk	Frequency of Measurement and Assessment
Implementation and Go Live Dates					
All MA-PD services shall take effect/ go live and be fully operational on the go live date as specified in the Contract. (excluding ID cards)	Measured and reported no later than one month after the go live date.	100% of MA-PD services will take effect and be fully operational on the go live date(s) as specified in the Contract.		\$25,00 for the first day and \$2,500 for each subsequent calendar day the deadline that medical claims administrative services are not fully operational.	One-time
All MA-PD services shall take effect/ go live and be fully operational on the go live date as specified in the Contract. (excluding ID cards)	Measured and reported no later than one month after the go live date.	100% of MA-PD services will take effect and be fully operational on the go live date(s) as specified in the Contract.		\$15,000 for the first day and \$1,500 for each subsequent calendar day the deadline that medical claims administrative services are not fully operational.	Annually
Claims Processing					
Claims Processing: Turnaround Time (TAT)	TAT will be calculated using all claims received each month, including any that need review, and results will be based on aggregate statistics for the applicable period. Contractor will submit Claims Time to Process and Claims Inventory reports monthly. A clean claim is defined as original submission with all requested information.	95% of all clean claims will be paid or denied within 14 Business days. 99% of all claims shall be paid or denied within 90 calendar days of receipt (excluding claims subject to appeal or medical review).		\$1,000 for each percentage below the standard for clean claims and \$1,000 for each half percentage below the standard for all claims. \$5,000 maximum.	Measured Monthly and Assessed Quarterly
Financial accuracy of claims processed	To determine the financial accuracy rate, the total payment amount reviewed minus the absolute value of overpayments and underpayments is divided by the total amount reviewed.	99.5% or greater		\$1,000 for each tenth of a percentage below the standard. \$5,000 maximum.	Quarterly
Claims Processing: Accurately implement Benefits or Program Changes	Contractor will accurately and correctly implement and administer any benefit or program changes.	100%		Contractor will reimburse Shelby County (including Shelby County members) 100% of the value of the error(s). Additionally, \$1,000 per day will be assessed, measured from the date the Contractor was notified, or self-identified, the error until the date the error is accurately corrected in the Contractor(s) system(s).	Ongoing/ per occurrence
On-line availability of Contractor's claims adjudication and related system platforms.	Downtime is any time a Contractor's system (adjudication or related system such eligibility, etc.) is unavailable for any reason other than scheduled maintenance downtime for which Shelby County has received prior notice in accordance with the terms of this contract. Contractor will provide quarterly reports to Shelby County for review	System available at least 99.5% of the time, excluding scheduled maintenance downtime.		\$2,000 for percentage point below the standard. \$10,000 maximum.	Quarterly
Overall system downtime (for Shelby County view only access)	Downtime is any time a Contractor's system (adjudication or related system such eligibility, etc.) is unavailable for any reason other than scheduled maintenance downtime for which Shelby County has received prior notice in accordance with the terms of this contract. Contractor will provide quarterly reports to Shelby County for review	Shelby County will have access to Contractor's system (view only access to claims processing, eligibility, call-center archives, etc. - as stipulated in the RFP and your response) at least 99.5% of the time, except for scheduled maintenance.		\$2,000 for each percentage point below the standard. \$10,000 maximum.	Quarterly
Customer Service					
Average Speed of Answer (ASA)	The response level must be maintained each month. The average speed of answer will be measured by Contractor's standard internal call reports produced by Contractor's automated phone system for all Shelby County Member calls. These reports shall be submitted to Shelby County weekly for monitoring purposes and standard will be measured monthly and summarized in quarterly reports.	95% of all inbound Member calls selecting the IVR will be answered within 10 seconds or less on average, and 30 seconds for member calls selecting a live Member Service Representative (MSR). This excludes calls abandoned before answering.		\$1,000 for each percentage point below the threshold for a month, measured separately for IVR and live MSR inbound calls. \$15,000 maximum.	Measured Monthly and Assessed Quarterly

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Telephone Abandonment Rate	The abandonment rate will be measured by Contractor's standard internal call reports produced by Contractor's automated phone system for all member calls. These reports shall be submitted to the Shelby County monthly for monitoring purposes and summarized in quarterly reports..	Average call abandonment rate will be equal to or less than 3%		\$1,000 for each percent above the threshold, measured on a monthly basis. \$15,000 maximum.	Measured Monthly and Assessed Quarterly
Network					
To ensure that Shelby County Members have sufficient access to a stable network of providers, Contractor will comply with the access standards stated in the RFP	Contractor shall submit quarterly Geo Access reports demonstrating compliance with Provider access standards on an urban, suburban and rural basis as defined in the network access section of the RFA and in Attachment 3: Zip Code Geo Mapping.	A minimum of 90% of plan members will have access to network providers as defined in the network access section of the RFA and in Attachment 3: Zip Code Geo Mapping.		\$5,000 for each percentage below the standard. \$25,000 maximum.	Quarterly
Significant changes to the Network must be communicated to Shelby County	A significant change is a reduction in network providers that would have impacted 2% of Shelby County professional claims within the affected provider specialty or 2% of facility claims for hospitals/facilities from the prior year within the affected 3 digit zip code or state (if outside of Georgia) OR the loss of any provider in a specific specialty where another network provider of equal services is not available within 10 miles for Urban areas, 20 miles for Suburban areas, or 30 miles for Rural areas. The standard is the same for hospitals. This standard applies both within and outside of the State of Georgia as well as separately to the Urban, Suburban and Rural classifications and is based on the compliance access standards as defined in the network access section of the RFA and in Attachment 3: Zip Code to Urban, Suburban and Rural Geo Mapping.	Notification of significant network changes must be communicated at least 60 calendar days in advance or within 3 calendar days of notification by the provider to the Contractor, whichever is less.		\$2,000 per day that any significant network change is reported to Shelby County after the standard.	Ongoing/ per occurrence
Communications					
Approval of Communications The Contractor must submit correspondence and information intended for Members (other than in response to individual inquiries) to Shelby County for approval before dissemination.	Correspondence and information (whether written, electronic, telephonic, or in any other medium or form) developed by the Contractor and intended for Members, (e.g., open enrollment materials, network changes) must be reviewed and approved by the Shelby County prior to dissemination. This standard will be measured quarterly if any communications materials were developed during the previous quarter.	Contractor will submit correspondence and information to Shelby County for review and approval prior to dissemination.		\$2,000 per occurrence of communication materials being released without Shelby County review and approval	Quarterly
Website					
The Contractor's website for Shelby County members will offer online, real-time access, except for scheduled maintenance.	This standard shall be reported to Shelby County monthly and measured monthly.	Contractor website for Shelby County members available and fully operational 100% of the time, except for scheduled maintenance.		\$500 for each percentage below the standard.	Measured Monthly and Assessed Quarterly
Data Transmittals					
Contractor must provide transmittal of claims and other relevant data to any third parties as identified by Shelby County.	This standard shall be reported to Shelby County monthly and measured in concurrence with the data feed frequencies.	Contractor will provide accurate data feeds within mutually agreed to time frame(s) to be determined after assessing the needs of Shelby County and its vendors.		\$1,000 per day for every day that the files are received past the Calendar day standard.	Measured per file transfer/data exchange and Assessed Quarterly
Eligibility					
Eligibility Loads (Initial and Open Enrollment)	Initial and Open Enrollment eligibility files will be loaded within 5 business days of receipt. Files must be received by 12:00 midnight CT.; otherwise, written notification of the file delivery (off schedule) must be provided and receipt confirmed by Contractor. If the file is received after 12:00 midnight CT the guarantee period commences upon file receipt.	Loaded accurately, in use, and notification transmitted to Shelby County within 5 business days of receipt.		\$20,000 for each business day that the standard is not met. \$25,000 maximum.	Annually
Eligibility updates (monthly)	Monthly update eligibility files will be loaded within 24 hours of receipt. Files must be received by 12:00 midnight CT.; otherwise, written notification of the file delivery (off schedule) must be provided and receipt confirmed by Contractor. If the file is received after 12:00 midnight CT the guarantee period commences upon file receipt.	Loaded accurately, in use, and notification transmitted to Shelby County within 24 hours of receipt.		\$1,000 per day the standard is not met. \$20,000 maximum annually	Measured Monthly and Assessed Quarterly
Eligibility updates (daily)	Daily update eligibility files will be loaded within 12 hours of receipt. Files must be received by 12:00 midnight CT.; otherwise, written notification of the file delivery (off schedule) must be provided and receipt confirmed by Contractor. If the file is received after 12:00 midnight CT the guarantee period commences upon file receipt.	Loaded accurately, in use, and notification transmitted to Shelby County within 12 hours of receipt.		\$1,000 for each hour that the standard is not met. \$20,000 maximum annually.	Measured Daily and Assessed Quarterly

Service Level	Measurement	Service Level Target	Confirm (Y/N)	% of Monthly Fees at Risk	Frequency of Measurement and Assessment
ID Cards	100% of Members will have received accurate ID cards that are postmarked within 10 Business days of Contractor's receipt of the eligibility extract from each year's open enrollment.	100% of Members will have received accurate ID cards that are postmarked within 10 Business days of Contractor's receipt of the eligibility extract from each year's open enrollment.		\$1,000 for each Business day the 10 day open enrollment standard is not met;	Annually